OFFICE OF THE CITY CLERK
DAWN M. JONES, CITY CLERK

INFORMATION AND TECHNOLOGY	JULY 11, 2023, 3:30 P.M.
Committee Members Present:	Rachel Tomas Morgan, Maria Gibbs
Committee Members Absent:	Lori Hamann, Canneth Lee, Matthew Scott
Others Present:	Dawn Jones*, Victoria Trujillo*, Justin LePla, Bob Palmer*, Dan O'Connor*, Denise Riedl*
Presenters:	Denise Riedl, Patrick McGuire, Madi Rogers
Agenda:	Call to Order
	Reviewing Committee and Council I&T Priorities
	Presentation – Digital Equity Plan 2022 by Department of Innovation & Technology
	Strategic Discussion – Crafting a Vision for Customer Service by Department of Innovation & Technology – IT
	Departmental Updates
	Further Questions and Discussion

Members marked with an asterisk (*) are present digitally

Please note the attached link for the meeting recording:
https://docs.southbendin.gov/WebLink/browse.aspx?dbid=0&mediaid=366227

Committee Chair Rachel Tomas Morgan called to order the Information and Technology Committee at 3:30 p.m.

Reviewing Committee and Council I&T Priorities

ACTION – The Chair will share with Committee members the data available regarding minority contractors, GIS tracking, and income inequalities.

Presentation – Digital Equity Plan 2022

Denise Riedl, Chief Innovation Officer, with offices on the twelfth (12th) floor of the County-City building reported that the department won the What Works Cities gold and is the only city in Indiana and one of the smallest cities to achieve this distinction.

Current projects for the department include:

- Small business security grant program
- Payroll implementation

EXCELLENCE | ACCOUNTABILITY | INNOVATION | INCLUSION | EMPOWERMENT

455 County-City Building | 227 W. Jefferson Bvld | South Bend, Indiana 46601 | p 574.235.9221 | f 574.235.9173 | TTD 574.235.5567 | www.southbendin.gov

- Cybersecurity assessments and upgrades
- Asset management/work order system implementations
- South Bend open Wi-Fi expansion
- City camera network expansion
- Federal grant applications/coordination
- Data inventory refresh
- New GIS courses for city staff
- Community policing plan support
- Build the Budget preparations
- Traffic calming GIS and data support

The digital equity roadmap was published in fall, 2022. It was created in response to the broadband ready executive order released in 2022. It outlines goals and projects spanning digital training, internet access, and hardware access.

Madi Rogers and Patrick McGuire presented the digital equity roadmap website.

The department's connectivity goals include:

- Tripling the number of South Bend open Wi-Fi access points by the end of 2023
- Expanding South Bend's fiber footprint to serve 90% of census blocks by 2030
- Increase at-home internet subscriptions to at least 85% by 2025
- Reach at least 50% participation in the Affordable Connectivity Program by the end of 2023
- Receive Indiana Broadband Ready Community designation by the end of 2022
- Win $2 million in state and federal funding for broadband expansion programs by 2025
- Include broadband-related questions in the city's community survey and launch a citywide speed test campaign collecting six hundred responses for each by the end of 2022
- Publish the city's first mobile internet speed map showing coverage and speeds of major carrier throughout South Bend by the end of 2022

Additional highlights were noted as follows:

- There is a connection between race and internet access within South Bend
- Digital skills work has been focused on identifying who needs digital skills resources and training and determining how to deliver those resources; data has shown that South Bend has a greater need for digital skills resources
- The digital literacy survey has been completed, which surveyed residents about current digital skills and tech topics they would like more training on
- The at-home internet speed tests were completed to survey residents for at-home speed tests for BEAD and IBO use.
- The department is in the process of finalizing a survey of community partners that have digital equity programming at their institution
- The department was awarded the ACP grant to leverage federal funds to maximize the Affordable Connectivity Program sign-ups

EXCELLENCE | ACCOUNTABILITY | INNOVATION | INCLUSION | EMPOWERMENT

455 County-City Building | 227 W. Jefferson Bvld | South Bend, Indiana 46601 | p 574.235.9221 | f 574.235.9173 | TTD 574.235.5567 | www.southbendin.gov

2

- The department supports community partners who are taking on similar work, such as public libraries
- The mobile network measurement project was completed to collect data via solid waste vehicles on the strength of the three major carriers in South Bend.
- The South Bend connectivity coalition is in progress per the broadband executive order to lead the area's local digital equity taskforce.
- The South Bend open Wi-Fi expansion is in progress to triple the footprint of South Bend open Wi-Fi to new locations, corridors, and community partners.
- The private LTE pilot is in progress to launch private LTE network in collaboration with SBCSC for at-home student use and open Wi-Fi and sensor networks.

Strategic Discussion

It was noted that Cathleen Sutherland is the new director of 311, and Kyle Shuppert is the new 311 supervisor.

The customer service goals include:

- Improve customer call experiences by reducing repeat callers, reducing transfer, and providing more case management
- More trackable services, customer communication/engagement over statuses
- Identify process/service issues and partner with departments to make improvements
- Increase online request volume; decrease call volume
- Create training pipelines for frontline customer service workers that prepare them for evolving customer service skills

Post-call surveys have been completed to collect data on satisfaction with customer service interactions. SLAs are being updated.

A "one stop shop" plan is in progress to create a new 311/one stop shop visitor experience on the first floor of city hall. The first floor of new city hall will be a user-friendly, engaging, welcoming place for residents to have their needs met and questions answered. It will feature: 311 personnel and offices, both walk-in and scheduled opportunities to meet with customer service staff, a place to have all city-related payments processed digitally and in-person, and city teams providing rotating events or drop-in hours to address resident needs.

A service tracker is being developed to track 311 services. The CRM is being improved through updates and stabilization. The social media campaign refresh: 311, city service FAQs is being scoped. Short videos and graphics will be developed aimed to boost online requests and customer knowledge.

A payment centralization and improvement project is being scoped which will inventory, centralize, and streamline all resident-facing payment experiences at the city, both digital and in-person. There are also plans for a centralized intake of newsletters and SMS to create a process for residents to access their preferred city alerts, news, and newsletters run by different teams.

EXCELLENCE | ACCOUNTABILITY | INNOVATION | INCLUSION | EMPOWERMENT

455 County-City Building | 2 27 W. Jefferson Bvd | South Bend, Indiana 46601 | p 574.235.9221 | f574.235.9173 | TD 574.235.5567 | www.southbendin.gov

3

Further Questions and Discussion

Committee Chair Tomas Morgan asked for more information regarding statistics about South Bend open Wi-Fi.

Patrick McGuire reported that there is data available and that there are more hits on parks and community centers than corridors and neighborhoods.

Committee Chair Tomas Morgan requested that the clerk's office receive training to navigate the 311-call center dashboard.

With no further business, Committee Chair Rachel Tomas Morgan adjourned the Information and Technology Committee meeting at 4:45 p.m.

Respectfully Submitted,

Rachel Tomas Morgan, Committee Chair

EXCELLENCE | ACCOUNTABILITY | INNOVATION | INCLUSION | EMPOWERMENT

455 County-City Building | 227 W. Jefferson Bvld | South Bend, Indiana 46601 | p 574.235.9221 | f 574.235.9173 | TTD 574.235.5567 | www.southbendin.gov

4